

Interpersonal and Communication Skills at the Workplace



About us

Who we are

The Centre for Continuing and Professional Education (CPE) was established in 1999 to provide continuing professional education and lifelong learning opportunities for University's staff, students, alumni and the public. As part of TAR UMT's commitment to continuing education and lifelong learning, CPE is entrusted with designing, developing and delivering various activities, workshops and programmes to meet the diverse learning needs of multiple parties.

About This Training

In a recent survey by the renowned Katz Business School, recruiters from companies with more than 50,000 employees said that communication skills were the most important decisive factor in choosing managers. Another main factor contributing to job success is the ability to work with others, which also requires communication skills. Communicating effectively is, therefore, essential if you want to build a successful career. You will need to understand your message, what audience you are sending it to, and how it will be perceived. It'd be great if you communicated your thoughts and ideas effectively. You must also weigh in the diverse circumstances surrounding your communications, such as situational and cultural context.



Date and Time

12 - 13 April 2023
Wednesday to Thursday
9 AM to 5 PM



Training Venue

TAR UMT
Jalan Genting Kelang, Setapak
53300 Kuala Lumpur



Trainer

Irene Choong

COURSE CONTENTS



COMMUNICATION
HUMAN RELATIONS
STYLES OF
COMMUNICATION



THE ASSERTION THEORY
TECHNIQUES OF
COMMUNICATION
HANDLING CRITICISM



IMPACTFUL
QUESTIONING METHODS
SUCCESS FORMULA

Introduce our Trainer

Irene Choong

Irene has been a trainer for close to twenty-five years. She holds a Masters's in Training and Human Resource Development (MTHRD) USA and a Bachelor of Arts (Hons) degree from the University of Malaya. Irene is a Director and Consultant/Trainer of Pinnacle Performance, founded in 1993. Irene is a Certified Neuro-Linguistic Programming (NLP) Practitioner and a Certified Professional Trainer (CPT) from MIM. She also holds a TAE40116 Certificate IV in Training and Assessment (Australia), a Work-Based Certification recognised within the Australian Qualifications Framework. She is also a Certified Masteries Practitioner Coach certified by the International Association of Coaching (IAC). She has accumulated vast experience in the field of management, communications, marketing and customer service, having served in various management capacities in multiple industries. Her corporate background in multinational firms instilled an invaluable experience in understanding the work issues facing the participants that attended her training, mainly from the manufacturing, service and retail sectors. Irene has facilitated many workshops for managers, executives and support staff from corporate clients, the public sector, GLCs and NGOs. Some of her specialized fields include Leadership, Supervisory skills, Coaching, Customer Service, Executive Development Programs, Teambuilding, Emotional Intelligence and Professional Administrators Course. Her strengths lie in her ability to engage her participants through a strong command of Bahasa Malaysia and English. An enthusiastic and lively speaker, Irene has been awarded the title of Competent Toastmaster (CTM) and Competent Leader (CL), awards given in recognition of competence & leadership in the Toastmasters movement.



Click/Scan
for enquiry



Contact Us



Centre for Continuing and
Professional Education

+603-4145 0170
+601110758530 (whatsapp)

training@tarc.edu.my
<https://www.tarc.edu.my/cpe/>

Interpersonal and Communication Skills at the Workplace

Venue: TAR UMT, Jalan Genting Kelang, Setapak, 53300 Kuala Lumpur

Date: 12 - 13 April 2023 (9.00 am - 5.00 pm)

REGISTRATION FORM



CENTRE FOR CONTINUING & PROFESSIONAL EDUCATION

Fees: Public RM 795.00 per participant (inclusive of 6% Service Tax) TAR UMT Student/Alumni RM 636.00 per participant (inclusive of 6% Service Tax)

The Manager
TARC Education Foundation (1033820M)
Tunku Abdul Rahman University of Management and Technology (TAR UMT)
TEL: 03-4145 0170

Email: training@tarc.edu.my

Dear Madam / Sir,

Please register the following participant(s) for the above programme: (To be completed in BLOCK LETTERS)

1 Name :	IC No. :	Nationality :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	Mobile No. :	Designation :
<input type="text"/>	<input type="text"/>	<input type="text"/>
2 Name :	IC No. :	Nationality :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email:	Mobile No. :	Designation :
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(If space is insufficient, please attach a separate list)

Disclaimer

Registration is on a first-come-first-served basis. All cancellations must be made in writing. Cancellation made 14 days or more in advance of the workshop date will receive full refund. Cancellations made thereafter will be subjected to a cancellation fee of 50% of the workshop fee. All fees are payable in the event of non-attendance of any registered participant(s) or the overall attendance falls below 75% of total workshop hours. Replacement(s) can be accepted at no additional cost if notified 24 hours prior to the commencement of the workshop. The Tunku Abdul Rahman University of Management and Technology reserves the right to change the speaker, reschedule or cancel the workshop and all efforts will be taken to inform participants of the changes.

We hereby confirmed that (please tick accordingly):

- We will be claiming under **HRD Corp Claimable Course** and full payment would be made to Tunku Abdul Rahman University of Management and Technology in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from HRD Corp. Payment will be made to account payee TAR UMT by cheque or bank transfer to Public Bank Account No. 3 1 8 1 5 6 4 1 1 3. Kindly submit your payment remittance to training@tarc.edu.my together with this registration form.

Submitted by

Name :	Designation :	Department:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email :	Telephone No. :	Mobile No. :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Company Name:	Company Registration No. :	
<input type="text"/>	<input type="text"/>	
Company Address :	Company Stamp & Signature :	Date :
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